TP-LINK®
The Reliable Choice

Quick Installation Guide

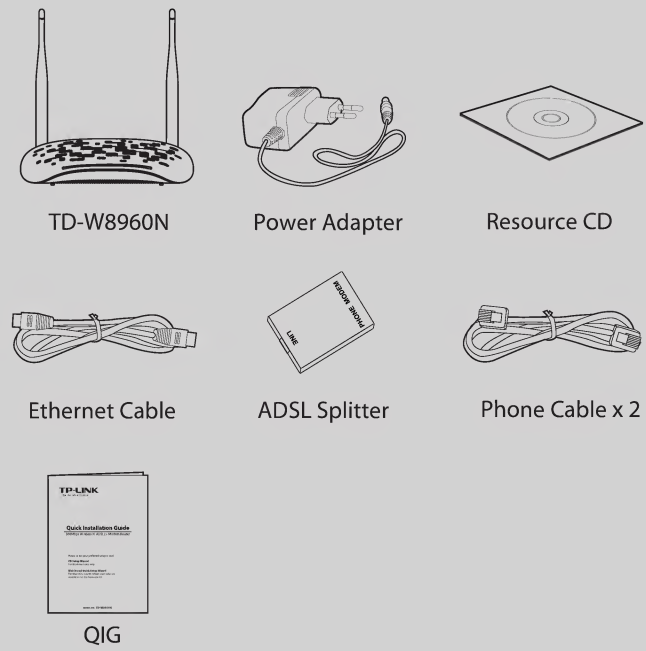300Mbps Wireless N ADSL2+ Modem Router

Please select your preferred setup wizard.

CD Setup Wizard
For Windows users only

Web-based Quick Setup Wizard
For Mac OS/Linux/Windows users who are
unable to run the Resource CD

MODEL NO. **TD-W8960N**

Package Contents

TD-W8960N   Power Adapter   Resource CD

Ethernet Cable   ADSL Splitter   Phone Cable x 2

QIG

Necessary Information

For a smoother setup, we suggest that you consult your ISP first
and ask for the following information . This information will be
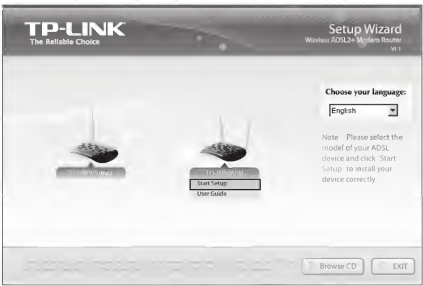required during the configuration stage.

VPI/VCI: _____   Connection Type: _____
Encapsulation Type (Optional): _____

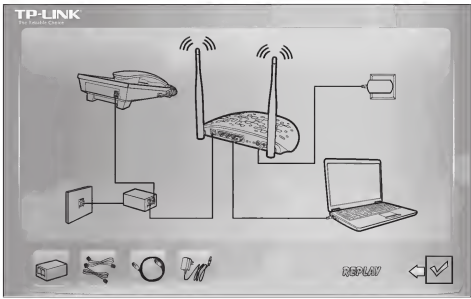---

CD Setup Wizard (For Windows users only)

**1** Insert the TP-LINK Resource CD into the CD-ROM drive.
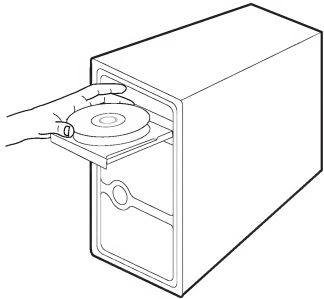
2 Select **TD-W8960N** and click **Start Setup**.

3 Then a flash video will pop up and show you how to connect
your devices. When you finish the hardware connection, click
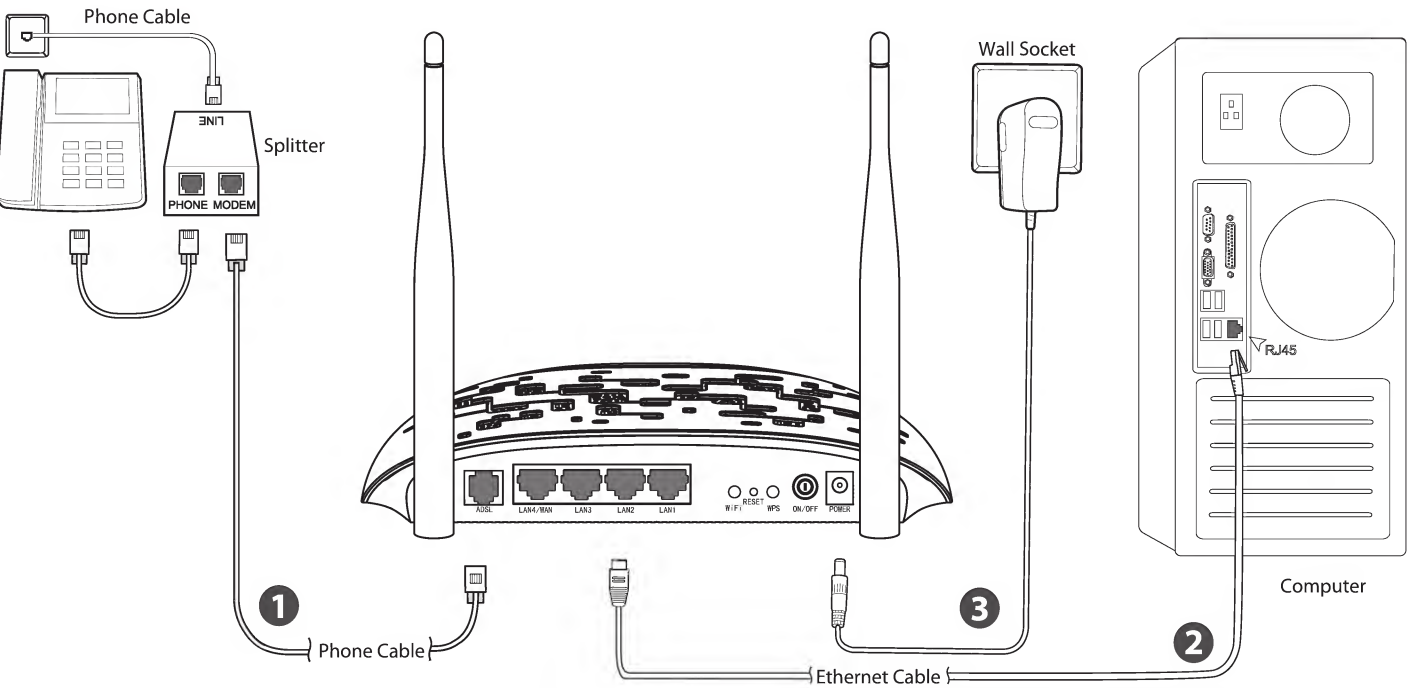to continue.

4 The Easy Setup Assistant will start. Please check to see if the
LEDs (especially the ADSL LED) of your modem router display
normally as the chart describes. Then click **NEXT**, and follow the
step-by-step instruction until you complete the configuration.
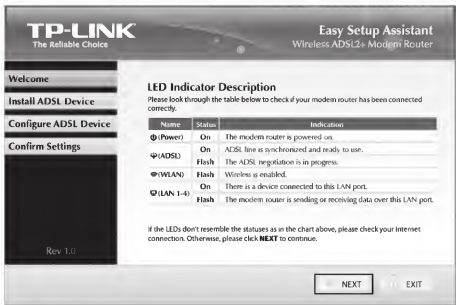
⚠️ Note For the advanced configurations, please refer to the User Guide on the Resource CD provided. You can also log on to www.tp-link.com ->
select your region -> search for the product -> User Guide can be found under the "Download" tab on the product page.

Web-based Quick Setup Wizard (For Mac OS/Linux/Windows users who are unable to run the Resource CD)

1 Hardware connection.

Phone Cable
Splitter
LINE
PHONE MODEM
Wall Socket
RJ45
Computer
① Phone Cable
② Ethernet Cable
③

Step 1: Connect your devices step by step following the figure.

Step 2: Power on all your devices and then check the LEDs
(especially the ADSL LED).

Name	Status	Indication
(Power)	On	The modem router is powered on.
(ADSL)	On	ADSL line is synchronized and ready to use.
	Flash	ADSL negotiation is in progress.
(WLAN)	Flash	Wirless is enabled.
(LAN 1-4)	On	There is a device connected to this LAN port.
	Flash	The modem router is sending or receiving data over this LAN port.

2 Open your browser and type **http://tplinkmodem.net** in
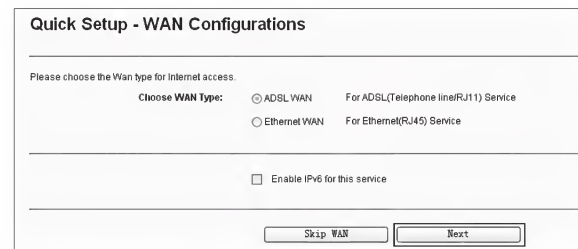the address field. Then use the default user name **admin**
and password **admin** to log in.

⚠️ Note If you are unable to access tplinkmodem.net,
please refer to **T3** in **Troubleshooting**.
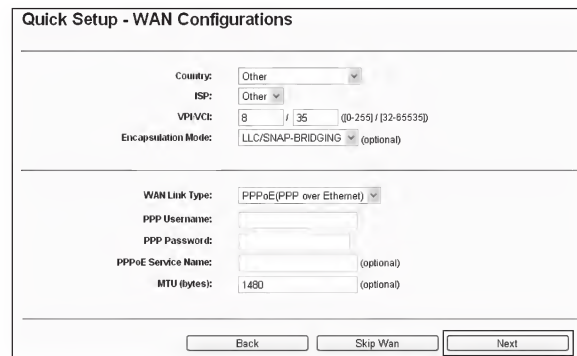
Web-based Quick Setup Wizard (For Mac OS/Linux/Windows users who are unable to run the Resource CD)

3 Click **Quick Setup** in the left menu, the next screen will appear. Choose the **WAN Type** for Internet access, and then click **Next**.

Quick Setup - WAN Configurations

Please choose the Wan type for Internet access.

Choose WAN Type:
- ADSL WAN — For ADSL(Telephone line/RJ11) Service
- Ethernet WAN — For Ethernet(RJ45) Service

☐ Enable IPv6 for this service

[Skip WAN]   [Next]

Note If you are unwilling to configure WAN Service now, you can click the **Skip WAN** button. Then you can configure WAN service referring to the Layer2 Interface in the User Guide later.
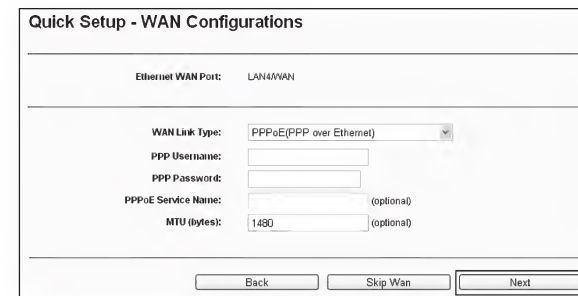
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4 If ADSL WAN is choosen, please select your **Country** and **ISP** from the drop-down list. Select **WAN Link Type** provided by your ISP and enter the related parameters, and then click **Next**. Here we use PPPoE as an example.

Quick Setup - WAN Configurations

Country: Other
ISP: Other
VPI/VCI: 8 / 35 (0-255)/ (32-65535)
Encapsulation Mode: LLC/SNAP-BRIDGING (optional)

WAN Link Type: PPPoE(PPP over Ethernet)
PPP Username:
PPP Password:
PPPoE Service Name: (optional)
MTU (bytes): 1480 (optional)

[Back]   [Skip Wan]   [Next]

Note If your country or ISP is not listed, please select **Other**. Then you can manually enter the VPI/VCI values and select **WAN Link Type** provided by your ISP.
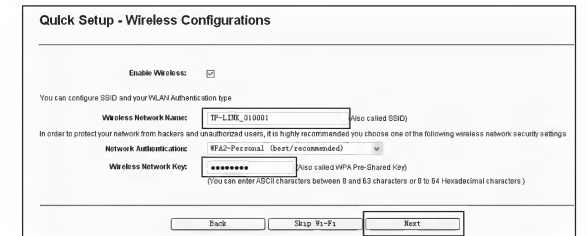
Record your PPPoE information here:
Username: _____
Password: _____

If Ethernet WAN is choosen, please select **WAN Link Type** provided by your ISP and enter the related parameters, then click **Next**. Here we use PPPoE as an example.

Quick Setup - WAN Configurations

Ethernet WAN Port: LAN4/WAN

WAN Link Type: PPPoE(PPP over Ethernet)
PPP Username:
PPP Password:
PPPoE Service Name: (optional)
MTU (bytes): 1480 (optional)

[Back]   [Skip Wan]   [Next]

Record your PPPoE information here:
Username: _____
Password: _____

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5 The WLAN function is enabled by default. You can rename your wireless network name and create your own password in this page. The default wireless name is TP-LINK_XXXXXX, and the default wireless password, the same as the PIN code, is printed on the bottom label. Click **Next** to continue.

Quick Setup - Wireless Configurations

Enable Wireless: ☑

You can configure SSID and your WLAN Authentication type

Wireless Network Name: TP-LINK_019801 (Also called SSID)

In order to protect your network from hackers and unauthorized users, it is highly recommended you choose one of the following wireless network security settings
Network Authentication: WPA2-Personal (best/recommended)
Wireless Network Key: ••••••••• (Also called WPA Pre-Shared Key)
(You can enter ASCII characters between 8 and 63 characters or 8 to 64 Hexadecimal characters.)

[Back]   [Skip Wireless]   [Next]

Record your wireless information here:
Wireless Network Name (SSID): _____
Wireless Network Key: _____

6 Please confirm all parameters, then click **Confirm** to make your settings take effect.

Note For the advanced configurations, please log on to www.tp-link.com -> select your region -> search for the product -> User Guide can be found under the "Download" tab on the product page.


Troubleshooting

T1. What can I do if I forget my password?

1) For default wireless password:
   Please refer to the "Wireless Password/PIN" labeled on the bottom of the modem router.
2) For the web management page password:
   Reset the modem router first and then use the default user name and password: **admin/admin**.

T2. How can I restore my modem router's configuration to its factory default settings?

Once the modem router is reset, the current settings will be lost and you will need to reconfigure the modem router. We strongly suggest you back up the current settings before resetting the modem router.

With the modem router powered on, use a pin to press and hold the RESET button on the rear panel for 8 to 10 seconds before releasing it.
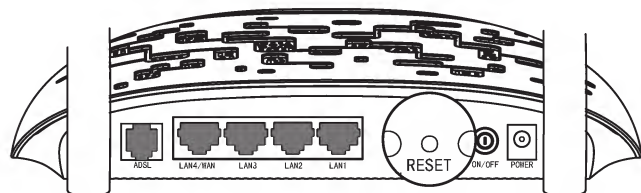
T3. What can I do if I cannot access tplinkmodem.net?

For Mac OS X

- Click the **Apple** icon on the upper left corner of the screen.
- Go to "**System Preferences** -> **Network**".
- Select **Airport** on the left menu bar, and then click **Advanced** for wireless configuration; or select **Ethernet** for wired configuration.

- In the **Configure IPv4** box under **TCP/IP**, select **Using DHCP**.
- Click **Apply** to save the settings.

For Windows 7

- Click "**Start -> Control Panel -> Network and Internet -> View network status -> Change adapter settings**".
- Right-click **Wireless Network Connection** (or Local Area Connection), and then click **Properties**.
- Select **Internet Protocol Version 4 (TCP/IPv4)**, and then click **Properties**.
- Select **Obtain an IP address automatically** and **Obtain DNS server address automatically**. Then click **OK**.

For Windows XP

- Click "**Start -> Control Panel -> Network and Internet Connections -> Network Connections**".
- Right-click **Wireless Network Connection** (or Local Area Connection), and then click **Properties**.
- Select **Internet Protocol (TCP/IP)**, and then click **Properties**.
- Select **Obtain an IP address automatically** and **Obtain DNS server address automatically**. Then click **OK**.

For Windows 8

- Move your mouse to the lower right corner and click the **Search** icon in the Popups.
- Go to **Apps**, type **Control Panel** in the search box and press **Enter**.
- Go to "**Control Panel** -> **View network status and tasks** > **Change adapter settings**".
- Right-click **Ethernet**, select **Properties**. Then double-click **Internet Protocol Version 4 (TCP/IPv4)**.
- Select **Obtain an IP address automatically** and **Obtain DNS server address automatically**. Then click **OK**.

T4. What can I do if I cannot access the Internet?

1) Check your cables and make sure they are all plugged in securely, including the telephone line, Ethernet cables and power adapter.

2) Check to see if you can log on to the web management page of the modem router. The default address of the web management page is **tplinkmodem.net**. If you can, try the following steps. (If you are unable to access the web management page , please refer to **T3** and then try to access the Internet again after following those steps.)

3) Consult your ISP and make sure all the VPI/VCI, Connection Type, account username and password are correct. If they are not, please repleace them with the correct settings and try again.

4) If you still cannot access the Internet, please restore your modem router to its factory default settings and reconfigure your modem router following the instructions in this QIG.

5) Please feel free to contact our Technical Support if the problem still exists.

Note For more details about Troubleshooting and Technical Support contact information, please log on to our Technical Support website: http://www.tp-link.com/en/support

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